S.No.	Name of Exchange	Capacity
23	Boria	152
24	Ditwas	152
25	Khjuradi	152
26	Baghi	152
27	Kathwada	160
28	Rahiyad	352
29	Hatharva	152
30	Sunokh	152
31	Nikoda	152
32	Khadyadi	184
33	Mota Hadmatiya	184
34	Goriya	152

Deterioration of postal system

† 1222. SHRI JANESHWAR MISHRA : Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that common man is compelled to opt for the private courier service operators due to deteriorating situation of postal system in the country;

(b) if so, the details thereof;

(c) whether it is also a fact that the main reasons for failure of the Department of Posts are missing money orders, non-delivery of letters and rampant corruption; and

(d) if so, the steps being taken by Government to make the Department of Posts responsible and accountable for providing better facilities to people?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) It is not correct to say that due to deterioration in Postal Services in the country, the Courier Service is gaining supremacy. Infact, the Department of Posts is continuously making efforts to modernize its services through induction of appropriate technologies and provide new premium products to meet the requirements of specific customer segments like Speed Post, Business Post, Express Parcel Servcice, Media Post, Retail Post, Greeting Post and E. Post Service.

† Original notice of the question was received in Hindi.

(b) Does not arise in view of (a) above.

(c) It is also not a fact that due to failures of the Department, there has been a mass corruption in the delivery of letters and payment of money orders, Usually the complaints are received about non-payment/delay in payment and delivery of money orders/mails. The complaints about misappropriation or corruption are negligible.

(i) The Department of Posts, having the largest postal network in the world with a total of 1,54,551 post offices, on an average, handles a traffic of over 15,000 millions of postal articles. In terms of daily collections, transmission and delivery of mail, the postal service touches each and every comer in the country.

(ii) As per the results of the All India Mail Survey conducted in September, 2000, the following percentage of mails were delivered within norms:

Nature of mails	Urban	Rural
Unregistered Mail	91.40%	88.77%
Registered Mails	93.44%	87.29%

(iii) The receipt of complaints against the huge traffic of nearly 15,000 millions of postal articles, is quite negligible.

Year	Total Traffic (In crores)	Total No. of complaints	Percentage with respect to total traffic
1998-1999	1576.65	813063	0.00511%
1999-2000	1578.15	814260	0.00512%
2000-2001	1432.60	787601	0.00487%

(iv) Close monitoring the quality of service and making all out efforts for improvement by more effective management and using latest technologies and computerization is given primacy.

(v) As regards the money orders, the complaints are generally received about delays/non-payment of money orders and the receipt of complaints are about misappropriation are quite negligible.

Year	Total no. of complaints	MO Complaints about delays/ non-payment	Complaints about misappropriation	Total MO traffic (in 0000s.)	% receipt of MO complaints
1998-99	388091	109463(28%	451(0.11%)	109094	0.365%
1999-00	422508	)	369(0.08%	113728	0.371%
2000-01	426231	101932(24%	)	123014	0.354%

(d) Some of the steps taken to improve the quality of services are as follows:

(i) New mail offices/transit sections are being opened and services of private airlines is being utilised;

(ii) Surprise checks are being made regularly by the Circles checking squads;

(iii) 204 computerised Customer Care Centres have been set up for quick redressal of grievances;

(iv) a new scheme known as panchayat Sanchar Sewa Yojna has been introduced with a total network of 3213 PSSKs. 2000 more Panchayat Sanchar Sewa Kendras are proposed for 2001-2002.

($ Instructions have been issued to use mechanical transport for quick supply of cash to post offices.

(vi) Periodic drives are launched to identified geographical areas where delays in payment of money orders is noticed to remove the bottlenecks.

(vii) Stringent actions are taken against the defaulting officials.

Sanction of Telephone Exchanges for Lahaul and Spiti

1223. SHRI ANIL SHARMA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of telephone exchanges sanctioned for Lahaul and Spiti Tribal areas of Himachal Pradesh during 1993 to 1995;

(b) how many of the above have been installed and how many are yet to be installed; and

(c) what action Government have taken/propose to take in the matter?